

**SCHEDULE OF ITEMS**  
**(April 17, 2008 through April 16, 2013)**



**Contractor:** Accent on Languages, Inc.  
**Contract #:** GS-10F-0351N  
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Berkeley, CA 94703  
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**Schedule Number 738 II (LANGUAGE SERVICES)**

- **SIN 382-1**
- **SIN 382-2**
- **SIN 382-2 Subcategory: Title III**
- **SIN 382-3 Training Services and Educational Material**
- **Ordering Instructions**

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# About Accent on Languages

We are a full-service translation and interpretation agency with many years of experience in the provision of language services, with special strengths in the technical, medical, legal and financial fields. We translate web sites and multimedia materials; we develop and publish glossaries and dictionaries; we localize software; and we provide qualified monitors and transcribers to Federal Agencies for special assignments, including Title III. Detailed descriptions of our services including Translator/ Interpreter Qualifications; Work Flow; Project Management; and Confidentiality, generally follow the Rate Tables for the two distinct types of service we render.

## Translation Services SIN 382-1

### TRANSLATION RATES

Our translation rates (from or into English) vary as a function of the complexity of the text. We offer two different rates for:

1. Translations intended for use in-house or by a non-technical audience  
(<< **General** >>)
2. Technically complex translations that require a high level of technical, scientific, medical, financial or legal subject expertise in the respective field  
(<< **Technically Complex**>>)

In the Tables below, the rates are given in cents/word of the target language, except in the case of character-based languages (e.g., Chinese, Japanese, Korean), where the English word count determines the price.

LANGUAGE	"General" cents/word	"Technically Complex" cents/word
Arabic - Middle Eastern or North African	23.5	32.
Armenian	23.5	32.
Bengali	23.5	N/A
Berber	23.5	N/A
Bosnian	21.5	30
Cambodian	23.5	N/A
Catalan	21.5	30.
Chinese- Cantonese or Mandarin	21.5	30.
Croatian	21.5	30.
Czech	21.5	30.
Danish	21.5	30.
Dari	23.5	N/A
Dutch	21.5	30.
Estonian	21.5	30.

Farsi	23.5	N/A
Finnish	23.5	32.
French - Canadian or European	17.5	28.
German	17.5	28.
Greek	21.5	30.
Gujarati	23.5	N/A
Hebrew	21.5	30.
Hindi	21.5	30.
Hungarian	21.5	30.
Indonesian	23.5	32.
Italian	18.5	28.
Japanese	21.5	30.
Korean	23.5	32.
Laotian	23.5	N/A
Latvian	21.5	30.
Lithuanian	21.5	30.
Malay	23.5	N/A
Marathi	23.5	N/A
Norwegian	21.5	30.
Pashto	23.5	N/A
Persian	23.5	32.
Polish	21.5	30.
Portuguese - Brazilian or European	18.5	28.
Punjabi	21.5	30.
Romanian	21.5	30.
Russian	21.5	30.
Serbian	21.5	30.
Slovak	21.5	30.
Slovenian	21.5	30.
Somali	23.5	N/A
Spanish - Castilian or Latin American	16.5	28.
Swedish	21.5	30.
Tagalog	21.5	30.
Telugu	23.5	32.
Thai	23.5	N/A
Turkish	23.5	32.
Ukrainian	21.5	30.
Urdu	23.5	32.
Vietnamese	23.5	32.
<b>MINIMUM TRANSLATION CHARGE \$ 95.00</b>		

## Support Services

These services are charged by the hour (in 15-minute increments). Their rates are:

Editing of client's or third-party translations, all languages, except Japanese and Korean	\$54.50/hr
Editing of third-party Japanese or Korean translations	\$59.50/hr
Proofreading of client's or third-party materials	\$41.25/hr
Managing client's multi-translators or otherwise complex projects	\$67.25/hr
Desktop publishing	\$67.25/hr
Glossary development	(see following section)

## Glossary Development Rates

Glossary development rates depend on the complexity of the assignment and language. We offer three hourly rates:

- ☐ \$39.50/hr for the development of **non-technical bilingual glossaries (all European languages)**
- ☐ \$39.50/hr for the development of subject-specific bilingual glossaries to be used in the translation of very large single-subject texts (say >50,000 words) that we would then assign to two or more of our translators. Such a glossary would go a long way to ensure the use of consistent terminology in the translation. (All languages, if available)
- ☐ \$52.00/hr for the development of **non-technical bilingual glossaries in Asian languages**
- ☐ \$64.50/hr for the development of **glossaries of technical terms** by bilingual individuals intimately familiar with the jargon of a field of endeavor or industry (say Oilfield Technology, Rocketry, or Biotechnology) (All languages, if available)

## Discounts

Single-subject, same document translations of

- ☐ >10,000 words = 1 cent/word.
- ☐ >25,000 words = 2 cents/word.
- ☐ >50,000 words = 3 cents/word.
- ☐ >100,000 words = 3.5 cents/word.

Prompt payment discount 2% net 15 days

## Rush Surcharges

Surcharges range from 25% to 50% as a function of volume and time constraints. The higher surcharge applies to same-day or overnight translations of less than 2,000 words assigned to a single translator. The lower surcharge is reserved for expected turnarounds that require single translators to deliver greater volumes of work than their typical output of 2,500 words of translated text per eight-hour day.

## Description of Translation Services

### Translator Qualifications

The translators we use are selected from a database of some 2,500 in-house and freelance individuals. They tend to be highly trained and experienced subject specialists, most with advanced degrees in their specialties. Many are also accredited by the American Translators Association or by other similar institutions. With very few exceptions, they are asked to translate exclusively into their native language. Because they understand the inner workings and the idiomatic terminology of their specific industry or discipline, they can be relied on to convey the intended meanings of the source documents rather than just deliver a series of translated words.

### Project Management & Work Flow

In discussing a task request with a would-be client, our assignment editor makes sure that we understand and are capable of meeting all the client's requirements (intended audience, task-specific expertise, format, mode of delivery, graphics, turnaround time, special handling provisions, etc.). As a rule, we do not accept assignments unless we feel confident that we can rely on appropriate subject-qualified translator-editor teams to prepare high-quality translations requiring no further editorial tinkering by the client. Having concluded that we can indeed handle the task, we tell the client exactly how we intend to proceed and quote a "fixed price" or give a "not to exceed estimate" for the job.

Once an order has been placed, a **Project Manager** assigns the task to the most qualified available translator-editor team whose education and/or experience match the subject area of the source document. All clients' requirements are communicated to both the translator and editor who are encouraged to consult with one another throughout the duration of the task.

The **editor's responsibilities** include verification of the entire document for completeness, terminology, content, graphics, style, grammar, syntax, localization of units of measurement, glossary development, and cultural sensitivity. The editor is particularly vigilant about the consistent use of terminology when two or more translators are assigned to a large project. He or she also proofreads the final copy.

The **Liaison** with the client is handled by the **Project Manager** who oversees the entire project, keeps the client informed of progress, or of any problems, and also takes a beady-eyed look at the translation before it is sent to the client.

Large or repetitive projects are handled, if appropriate, by **Trados**, a sophisticated translation software that simplifies glossary development and uses translation memory programs for text storage and retrieval.

Translations may be delivered to client for PC or Mac environments in a variety of formats: MS Office, PageMaker, QuarkXpress, Acrobat PDF, HTML, and others. Typesetting and special formatting services are also available.

### **Quality Assurance**

Selection of the best subject-qualified translator-editor team, familiar with current terminology in both the source and target languages, goes a long way to ensure a high-quality product. Occasional differences of opinion between translator and editor about technical or conceptual matters are resolved by consultation with experts from the academe or from the appropriate industry branch. Alternatively, the Project Manager may on occasion solicit client's help in clarifying certain passages in the source text. In the case of large assignments requiring, due to time or other constraints, reliance on two or more translators, one of the translators is assigned the job of preparing a **glossary** of pertinent technical terms. This glossary is reviewed by the editor and then used by the other translator(s) to ensure internal consistency. The translations are formally proofread against the source text and sent to the client as agreed.

### **Code of Conduct and Business Practices**

All our translators and we, as their employer, adhere closely to and are bound by the American Translators Association's «Code of Professional Conduct & Business Practices». A copy of this two-page code is sent routinely to our translators along with our Non-Disclosure Agreement.

### **Confidentiality**

Every effort is being made to hold all work in the strictest confidence. Translators, editors and support personnel are all required to sign a Non-Disclosure Agreement, not to make copies of clients' materials, and to return all materials to us at the end of an assignment. Translators have been informed that failure to obey these rules will inevitably lead to a permanent ban from our translator pool and, perhaps, to some legal action.

# Interpretation Services SIN 382-2

## INTERPRETATION RATES

Detailed descriptions of the various services offered in this labor/task category are given immediately following the Rate Tables. The languages bunched together below as "European", "Major Asian" and "Middle Eastern" are identified alphabetically at the end of the Table.

### Cancellation Policy

Client is liable for minimum payment if an appointment is cancelled **after** the specified time period allowed for the various labor tasks. In the case of Court Appearances, for example, clients will be charged, respectively, the one-day or four-hour minimum rate only if the interpreter(s) booked by them for work on a certain day cannot be assigned to other, similar work on that day.

Labor/Task Category		RATES	
<b>Depositions; Admin. Hearings; Interrogatories. Not Court Certified</b>		GSA Hourly Rate, \$	GSA Daily Rate, \$
All European languages		69.50	493.00
Major Asian languages		79.50	548.00
Middle Eastern & North African languages		69.50	493.00
Two-hour minimum			
Cancellation policy: two workdays.			
<b>Legal as above, but Court Certified</b>		GSA Hourly Rate, \$	GSA Daily Rate, \$
All European languages		94.50	678.00
Major Asian languages		105.00	723.00
Middle Eastern & North African languages		94.50	678.00
Two-hour minimum			
Cancellation policy: two workdays			
<b>Court Appearances - Half day (four hours)</b>			GSA Half day Rate, \$
All European languages		N/A	399.00
Major Asian languages		N/A	458.00
Middle Eastern & North African languages		N/A	399.00
Cancellation policy: two workdays			
<b>Court Appearances — Full day (7.5 hours)</b>			GSA Daily Rate, \$
All European languages		N/A	678.00
Major Asian languages		N/A	723.00
Middle Eastern & North African languages		N/A	678.00
Full-day minimum.			
Cancellation policy: two workdays.			



<b>Business Meetings (Consecutive)</b>	<b>GSA Hourly Rate, \$</b>	<b>GSA Daily Rate, \$</b>
All European languages	94.50	678.00
Major Asian languages	103.50	723.00
Middle Eastern & North African languages	94.50	678.00
Two-hour minimum		
Cancellation policy: two workdays		
<b>Conferences (Simultaneous)</b>		<b>GSA Daily Rate, \$</b>
All European languages	N/A	798.00
Major Asian languages	N/A	882.50
Middle Eastern & North African languages	N/A	798.00
Cancellation policy: 7 days		
<b>Escort Interpreting: Social</b>	<b>GSA Hourly Rate, \$</b>	<b>GSA Daily Rate, \$</b>
All European languages	69.50	493.00
Major Asian languages	79.50	548.00
Middle Eastern & North African languages	69.50	493.00
Two-hour minimum		
Cancellation policy: two workdays		
<b>Escort Interpreting: Technical</b>	<b>GSA Hourly Rate, \$</b>	<b>GSA Daily Rate, \$</b>
All European languages	94.50	678.00
Major Asian languages	103.50	723.00
Middle Eastern & North African languages	94.50	678.00
Two-hour minimum		
Cancellation policy: two workdays		
<b>Scheduled Teleconferencing</b>	<b>GSA Min. Rate, \$</b>	
All languages: day or night (billings at 15-min. increments after 1 <sup>st</sup> )	1.45 /min.	N/A
Minimum charge \$84.50/ hr		

**European Languages:** Bosnian, Catalan, Croatian, Czech, Danish, Dutch, Estonian, Finnish, French, German, Greek, Hungarian, Italian, Latvian, Lithuanian, Norwegian, Polish, Portuguese, Romanian, Russian, Serbian, Slovak, Slovenian, Spanish, Swedish, Ukrainian.

**Major Asian Languages:** Bengali, Cambodian, Chinese (Cantonese or Mandarin), Gujarati, Hindi, Indonesian, Japanese, Khmer, Korean, Laotian, Malay, Marathi, Punjabi, Tagalog, Telugu, Thai, Urdu, and Vietnamese.

**Middle Eastern and African Languages:** Arabic (Middle Eastern or North African), Armenian, Berber, Dari, Farsi, Hebrew, Pashto, Persian, Somali, and Turkish

## **Description of Labor/Task Categories**

### **Depositions, Administrative Hearings, Interrogatories:**

Consecutive interpretation services by bilingual individuals familiar with legal concepts and terminology. Some of the interpreters would have Administrative Hearing certifications. Typical assignments here would be preparation of witnesses for trials; on-site interpretation in prisons; arbitration proceedings and the like.

### **Court Appearances:**

Simultaneous or consecutive interpretation for criminal or civil proceedings by State or Federal Court Certified interpreters, when available.

### **Business Meetings (consecutive):**

Interpreters for business or social meetings with foreign delegations of various sorts. Technically competent interpreters are often available for meetings requiring specific knowledge or expertise.

### **Conferences (simultaneous):**

Interpreters with superior bilingual skills capable of grasping and conveying complex concepts simultaneously. Familiarity with interpretation booth equipment.

### **Escort Interpreting:**

Two sets of rates are quoted for this service, depending on the task:

*Social* (sightseeing, dinners, airport pickup).

*Technical* (requiring specific qualifications in a technical, medical, legal, or financial field).

### **Scheduled Teleconferencing:**

Telephone interpretation (day or night) scheduled in advance. The conference call is placed by the client and the service is usually rendered from the interpreter's home.

### **Code of Professional Conduct of Court Interpreters:**

Our Court Interpreters and we, as their employer, are bound to comply with the Code of Ethics and Professional Responsibilities established by NAJIT, the National Association of Judicial Interpreters and Translators.

### **Code of Conduct of Conference Interpreters:**

Our Conference Interpreters and we, as their employer, are bound by the Code of Conduct established by AIIC, the International Professional Association of Conference Interpreters.

# MONITORING & TRANSCRIPTION SIN

## 382-2 SUBCATEGORY: Title III

### Description of Services

We offer experienced, mostly DEA-cleared bilingual monitors for electronic surveillance of suspects involved in criminal activities. The range of services includes monitoring; transcription of recorded conversations; their translation into English; review of the transcript by a second linguist against the original recording with particular emphasis on accuracy and completeness; certification of the transcript for use in Court or as needed otherwise; and file management. All our monitors and site supervisors are prepared to serve as expert witnesses in Court.

The languages we currently offer relying on the use of cleared monitors are: Spanish, Vietnamese, Chinese, Cambodian, Russian, Hebrew, Chaldean and Thai. Transcription and translation of recorded conversations by linguists not holding government clearances are offered also in a number of other languages.

### Monitoring, Supervisory, Transcription & Quality Control Rates

Language	MONITOR rate/hour, \$	TEAM LEADER rate/hour, \$
Arabic - Middle East or North African	46.80	50.80
Armenian	46.80	50.80
Bengali	46.80	50.80
Berber	46.80	50.80
Cambodian	49.80	53.80
Catalan	42.80	46.80
Chinese - Mandarin or Cantonese	45.80	49.80
Farsi	49.80	53.80
French - Canadian or European	36.80	40.80
German	36.80	40.80
Hebrew	49.80	53.80
Hindi	46.80	50.80
Indonesian	51.80	55.80
Italian	36.80	40.80
Japanese	47.80	51.80
Korean	47.80	51.80
Laotian	47.80	51.80

Malay	49.80	53.80
Pashto	54.80	58.80
Persian	49.80	53.80
Polish	42.80	46.80
Portuguese - Brazilian or European	36.80	40.80
Punjabi	47.80	51.80
Russian	42.80	46.80
Spanish - Castilian or Latin American	30.50	34.50
Tagalog	49.80	53.80
Telugu	54.80	58.80
Thai	49.80	53.80
Ukrainian	42.80	46.80
Urdu	46.80	50.80
Vietnamese	47.80	51.80

## Training Services and Educational Materials: SIN 382-3

### Accent on Iraq, a language training kit.

*Are you looking for a way to better prepare soldiers for duty in Iraq?*

Accent on Iraq is a versatile communication survival tool not only covering useful phrases and vocabulary, but also Iraqi culture - its history, geography, ethnic groups, social structure, major holidays, education, food, religion, and customs - including a "Do's and Don'ts" for interacting with the Iraqi people.

**Commercial Price:** \$29.95

**U.S. Government Discount Price:** \$19.95 Volume Discounts to the U.S. Federal Government

No. of Copies	%	\$	Final Price/Unit
1-249 copies	0%		\$19.95
249-499 copies	2% - 0.40		\$19.55
500-999 copies	3% - 0.60		\$19.35
1,000-4,999 copies	4% - 0.80		\$19.15
5,000-9,999 copies	5% - 1.00		\$18.95
10,000 copies	6% - 1.00		\$18.75

<http://www.accentonlanguages.com/aoi/>

## Accent on Afghanistan/Pashto, a language training kit.

*Are you looking for a way to better prepare soldiers for duty in Afghanistan? Accent on Afghanistan is a versatile communication survival tool not only covering useful phrases and vocabulary, but also the culture - its history, geography, ethnic groups, social structure, major holidays, education, food, religion, and customs - including a "Do's and Don'ts" for interacting with the Afghani people.*

**Commercial Price:** \$29.95

**U.S. Government Discount Price:** \$19.95 Volume Discounts to the U.S. Federal Government

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500-999 copies	3%	0.60	\$19.35
1,000-4,999 copies	4%	0.80	\$19.15
5,000-9,999 copies	5%	1.00	\$18.95
10,000 copies	6%	1.00	\$18.75

<http://www.accentonlanguages.com/aoa/>

## Accent on Afghanistan/Dari, a language training kit.

*Are you looking for a way to better prepare soldiers for duty in Afghanistan? Accent on Afghanistan is a versatile communication survival tool not only covering useful phrases and vocabulary, but also the culture - its history, geography, ethnic groups, social structure, major holidays, education, food, religion, and customs - including a "Do's and Don'ts" for interacting with the Afghani people.*

**Commercial Price:** \$29.95

**U.S. Government Discount Price:** \$19.95 Volume Discounts to the U.S. Federal Government

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500-999 copies	3%	0.60	\$19.35
1,000-4,999 copies	4%	0.80	\$19.15
5,000-9,999 copies	5%	1.00	\$18.95
10,000 copies	6%	1.00	\$18.75

<http://www.accentonlanguages.com/aoa/>

# ORDERING INSTRUCTIONS

(Accent on Languages, Inc. - GS-10F-0351N)

**Contract Number:** GS-10F-0351N

**Contract end date:** April 16, 2013

**Contractor:** Accent on Languages, Inc., 1840 Alcatraz Avenue Suite A1, Berkeley CA 94703

**Business Size:** Small Business

**Telephone:** (510) 655-9470

**FAX Number:** (510) 655-9590

**Web Site:** [www.accentonlanguages.com](http://www.accentonlanguages.com)

**E-mail:** [francinek@accentonlanguages.com](mailto:francinek@accentonlanguages.com)

**Contract Administration:** Francine Kuipers

## Customer information

### **1a. Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers:**

382-1	Page 2 of this GSA Schedule
382-2	Page 7 of this GSA Schedule
382-2 Title III	Page 10 of this GSA Schedule
382-3	Page 11 of this GSA Schedule

**1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply: N/A.**

**1c. If the Contractor is proposing hourly rates a description of all corresponding commercial job titles experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate "Not applicable" for this item: N/A.**

**2. Maximum Order:** \$1,000,000.00

**3. Minimum Order:** \$95.00

**4. Geographic Coverage (delivery Area):** Domestic and Overseas.

**5. Point(s) of production (city, county, and state or foreign country):** Same as company address.

**6. Discount from list prices or statement of net price:** Government net prices (discounts already deducted), see attached Schedule.

**7. Quantity discounts:** Offered for item 382-3 (see attached Schedule).

**8. Prompt payment terms:** Net 30 days.

**9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold:** Yes.

**9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold:** Contact contractor.

**10. Foreign items (list items by country of origin):** N/A.

**11a. Time of Delivery:** Specified on the Task Order.

**11b. Expedited Delivery:** Available, contact contractor for details.

**11c. Overnight and 2-day Delivery:** Available, contact contractor for details.

**11d. Urgent Requirements:** Contact contractor for details.

**12. F.O.B. Point(s):** Destination.

**13a. Ordering Address(es):** Same as company address (1840 Alcatraz Avenue Suite A1, Berkeley CA 94703).

**13b. Ordering procedures:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's), and a sample BPA can be found at the GSA/FSS Schedule homepage ([fss.gsa.gov/schedules](https://fss.gsa.gov/schedules)).

**14. Payment Address(es):** Same as company address. (1840 Alcatraz Avenue Suite A1, Berkeley CA 94703).

**15. Warranty Provision:** Contractor's standard commercial warranty.

**16. Export Packing Charges (if applicable):** N/A.

**17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro- purchase level):** Contact contractor for details.

**18. Terms and conditions of rental, maintenance, and repair (if applicable):** N/A.

**19. Terms and conditions of installation (if applicable):** N/A.

**20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable):** N/A.

**20a. Terms and conditions for any other services (if applicable):** N/A.

**21. List of service and distribution points (if applicable):** N/A.

**22. List of participating dealers (if applicable):** N/A.

**23. Preventive maintenance (if applicable):** N/A.

**24a. Special attributes such as environmental attributes, (e.g., recycled content, energy efficiency, and/or reduced pollutants):** N/A.

**24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contactor's website or other location.) The EIT standards can be found at:** [www.Section508.gov/](http://www.Section508.gov/): N/A.

**25. Data Universal Numbering System (DUNS) number:** 01-6590528.

**26. Notification regarding registration in Central Contractor Registration (CCR) database:** Registered.